

1 1. (Amended) A system for providing a telephone call back
2 to a telephone line that is being used to access a computer
3 network, wherein said call back is made based upon a request
4 transmitted over said computer network from a data terminal
5 located at a remote location and connected to said computer
6 network using said telephone line, said request including call
7 back data including at least a telephone number of said telephone
8 line [to be called], said system comprising:

9 a computer network interface, connected to said computer
10 network, for interfacing with said computer network and receiving
11 said request over said computer network, for identifying said call
12 back data, and for storing said call back data including said **[at**
13 **least one]** telephone number of said telephone line in a call back
14 file; and

15 an automated dialer system, responsive to said call back
16 file, said automated dialer system including:

17 a call back campaign manager, for retrieving said
18 telephone number[s] of said telephone line stored in said
19 call back file;

20 a call scheduler, responsive to said call back campaign
21 manager, for scheduling **[at least one of]** said telephone
22 number[s] of said telephone line for immediate dialing;

23 a [predictive] telephone number dialer, responsive to
24 said call scheduler [ordered telephone numbers], for
25 initiating dialing of [each of] said telephone number of said
26 telephone line for immediate dialing [ordered telephone
27 numbers as scheduled over telephone lines], for monitoring a
28 status of said telephone line[s], and for connecting an
29 answered call to a telephone of an available agent coupled to
30 said automated dialer system; and
31 a re-dial script, responsive to said call back campaign
32 manager, for directing said [predictive] telephone number
33 dialer to substantially immediately redial a busy telephone
34 number when said [predictive] telephone number dialer detects
35 a busy signal after dialing said busy telephone number.

In claim 2, line 1, please replace "predictive" with --
telephone number --.

In claim 2, line 2, please replace "numbers" with -- number --.

In claim 6, line 3, please delete "at least one".

8. (Amended) The system of claim 1 wherein said call back

A2 E
data is transmitted over said [global] computer network using a
3 Common Gateway Interface (CGI) script.

A2 E
In claim 9, line 2, please delete "global".

A3 B
10. (Amended) A method for providing a telephone call back
2 to a telephone line that is being used to access a computer
3 network, wherein said call back is made based upon a call back
4 request transmitted over said computer network from a data
5 terminal located at a remote location and connected to said
6 computer network using said telephone line, said call back request
7 [data] including at least a telephone number of said telephone
8 line [to be dialed], said method comprising the steps of:
9 receiving said call back request transmitted from said
10 terminal at said remote location;
11 identifying said telephone number of said telephone line
12 [call back data including at least one telephone number] to be
13 dialed;
14 placing said telephone number [call back data] into a call
15 back file;
16 retrieving said telephone number[s] to be dialed from said
17 call back file;

18 scheduling **[at least one of]** said telephone number[s] for
19 immediate dialing;

*A3
Amend.*
20 automatically dialing said **[at least one of said]** telephone
number[s] scheduled for immediate dialing over a telephone line;
22 monitoring said telephone line to detect a busy signal; and
23 redialing said **[at least one of said]** telephone number[s]
24 when said busy signal is detected.

1 11. (Amended) The method of claim 10 wherein said step of
2 redialing includes continuously redialing said **[at least one of**
3 **said]** telephone number[s] of said telephone line until an answer
4 is detected.

A4
1 *E* 13. (Amended) The method of claim 10 further including the
step of adding said **[at least one of said]** telephone number[s] to
3 a future call campaign, if no connection is made.

1 14. (Amended) The method of claim 10 wherein said call back
2 request **[data]** includes at least one time to be called back,
3 wherein **[at least one of]** said telephone number[s] is scheduled to
4 be dialed according to said at least one time to be called back.